

## **OBSERVATION REPORT #40**

**Verizon-NJ (VZN-NJ) improperly handled the end-to-end maintenance and repair process for DS1 type circuits in New Jersey.**

### **Issue**

KPMG Consulting placed faults on four different DS1 circuits as a part of its test of VZN-NJ's end-to-end maintenance and repair process. Two of these tickets were opened for faults in Jersey City, while the other two were placed on DS1s in New Brunswick. All the faults were assigned for handling by VZN-NJ to the Regional Resale Service Center ("the center") at Hamilton Square in Trenton, NJ.

DS1 type circuits fall under the category of special circuits, and thus are subject to a 4 hour repair commitment. Upon repair of the problem, VZN-NJ's M&Ps state that the CLEC is to be notified that the ticket has been closed.

Two of the faults were placed on DS1s located in Jersey City on 10/24/00. On the first circuit, /DHSA/185169, the trouble was a coding change from B8ZS to AMI. This problem was called in to the RCMC as "noise/clicking on the line and problems running data;" it was assigned trouble ticket number RS000204. The second fault, an open at the cross connect, was inserted on circuit /DHSA/185166. KPMG Consulting described this trouble to the RCMC as a dead circuit and was given the ticket number RS000203. Both of these tickets were closed outside the repair commitment time of four hours. In addition, VZN-NJ failed to inform KPMG Consulting that either of these tickets were closed.

<b>Circuit ID</b>	<b>Trouble Ticket Number</b>	<b>Ticket Opened</b>	<b>Ticket Closed</b>	<b>Total Repair Time</b>
/DHSA/185169	RS000204	10/25/00 9:49	10/25/00 20:49	11 hrs
/DHSA/185166	RS000203	10/25/00 9:46	10/25/00 20:39	10 hrs 53 mins

RS000204 was actually closed in error and the trouble on the circuit was never fixed.. In fact, the VZN-NJ technician described the cause of trouble as an open wire at the demarc, which would have caused a dead circuit (not just trouble transmitting data) and was not the fault inserted and verified by KPMG Consulting.

The second trouble, ticket number RS000203, was accurately fixed by the technician; however, a second ticket was created on the same trouble at 16:00 on 10/25/00 by the center. This ticket, RS000210, was opened despite the fact that the original ticket had not been fully dealt with. KPMG Consulting had to request that the second ticket be cancelled even after the original trouble ticket for that circuit, RS000203, had been closed.

VZN-NJ was able to meet its repair commitment time on both the faults placed on DS1s in New Brunswick; however, the two tickets were coded incorrectly for the trouble

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disposition. On the first DS1 circuit, /DHSA/185171 (trouble ticket number RS000223), KPMG Consulting inserted a mapping problem in the DACS frame associated with the DS1. This effectively opened the circuit and, although the mapping problem was rectified, the disposition of the repair was reported as “channel unit replaced.” There were no channel units provisioned on this DS1.

The second DS1 in New Brunswick, /DHSA/185168, was compromised by changing the signaling from B8ZS to AMI. This would have exhibited noise and/or clicking as well as difficulty transmitting data had the circuit been monitored. KPMG Consulting reported this trouble as noise on the channel and was given the ticket number RS000222. This ticket was given a disposition of “No Trouble Found” (NTF) and the technician explained the cause of the trouble as a lack of customer equipment. Despite the incorrect trouble identification by the VZN-NJ technician, KPMG Consulting was able to verify that this trouble was also correctly isolated and repaired.

### **Assessment**

The repair and maintenance of DS1s is particularly important to CLECs because of the volume of service carried by these circuits. VZN-NJ’s inability to rectify a DS1 fault quickly and accurately affects a larger number of CLEC end-users than does a problem on a single POTS line. VZN-NJ’s inability to effect repairs within the required time frame can adversely impact large numbers of CLEC customers for extended periods, damaging the CLEC customer relationship.